Workspace Desktop Edition Deployment Guide

Team Lead privileges

4/3/2025

Team Lead privileges

[**Modified:** 8.5.126.07]

The following table lists the Team Lead privileges in the Workspace Team Lead Privileges section of the Role Privileges tab that can be enabled for a role. Privileges are assigned as configuration options in the Role Privileges tab of the Role object in Genesys Administrator Extension (refer to the Procedure: Creating a Role, allowing a Workspace privilege, and assigning a Role to an agent or agent group). Also, refer to the Procedure: Enabling agents to be Team Leads.

Team Lead Privileges

Role privilege	Description
Team Lead - Can Use	Allows the agent to use Team Lead functionality.
Team Lead - Can Auto Coach Voice Interactions	Permits a Team Lead to automatically coach all the voice interactions of a selected agent.
Team Lead - Can Auto Coach Chat Interactions	Permits a Team Lead to automatically coach all the chat interactions of a selected agent.
Team Lead - Can Auto Monitor Chat Interactions	Allows the automatic monitoring of all the chat interactions of a selected agent.
Team Lead - Can Auto Monitor Voice Interactions	Allows the automatic monitoring of all the voice interactions of a selected agent.
Team Lead - Can Barge-in Chat	Allows the team lead to Barge in to Chat interactions.
Team Lead - Can Barge-in Voice	Allows the team lead to barge in to voice interactions.
Team Lead - Can Change Agent State	Allows the team lead to change the status of a supervised agent. **Added:** 8.5.126.07
Team Lead - Can Coach Chat Via Chat	Allows the team lead to coach an agent via the chat channel for a monitored chat interaction.
Team Lead - Can Coach Chat Via Voice	Allows the team lead to coach an agent via the voice channel during a monitored chat interaction.
Team Lead - Can Coach Chat and Voice Via IM	Allows the team lead to coach an agent via the instant messaging channel during a monitored chat or voice interaction.
Team Lead - Can Coach Current Voice Interactions	Permits a Team Lead to coach the current voice interactions of a selected agent.
Team Lead - Can Coach Current Chat interactions	Permits a Team Lead to coach the current chat interactions of a selected agent.
Team Lead - Can Monitor Current Monitor Chat Interactions	Allows the monitoring of a selected active chat interaction of a selected agent.
Team Lead - Can Monitor Current Voice Interactions	Allows the monitoring of the currently active voice interaction of a selected agent.
Team Lead - Can Stop Supervising Chat	Allows the team lead to stop supervising chat interactions for the selected agent.

Role privilege	Description
Team Lead - Can Stop Supervising Voice	Allows the team lead to stop supervising voice interactions for the selected agent.